



Operating Procedures Manual

for the

National Recreation Reservation Service™

for

Fax/E-Mail Operation

Version 1.1 – September 28, 2000

National Recreation Reservation Service

Operating Procedures Manual Version 1.2 FRP

Change Record

Section

Cancellations: Section has been updated due to implementation of the revised cancellation policy.

Holiday Premium Fees: Section has been updated to reflect new holiday premium dates for the 4th of July holiday in 2001.

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Introduction

The National Recreation Reservation Service™ (NRRS™) is a partnership to provide "one-stop" shopping for reservations for a wide range of recreation facilities and activities on federal lands. The Agencies participating in this contract are the USDA Forest Service and the U.S. Army Corps of Engineers. Others involved in this contract are Bank of America (the designated bank under the U.S. Department of Treasury), the reservation contractor ReserveAmerica, Forest Service campground concessionaires and the customers using the system.

The public may make reservations for campsites and other activities through a toll-free telephone number to a state-of-the-art Call Center in Ballston Spa, New York, by accessing the Internet, and at participating Field Locations. The Call Center is staffed with highly trained reservation agents who will make the reservation transaction process a smooth and pleasant one for all customers.

Other Federal agencies may join the NRRS™ in the future. By including other agencies the available inventory in the system will be substantially increased. This increase provides two benefits: the public will have a greater variety of reservable sites and recreational opportunities to choose from, nationwide; and because of volume discount pricing in the contract, the greater the number of reservations that are processed by ReserveAmerica, the lower the contract price will be for all agencies.

— Mission Statement —

The mission of the NRRS™ is to provide an innovative, easy way for the public to reserve Federal recreation facilities and activities while providing high-quality services, which emulate industry standards.

— Objectives of the NRRS™ —

The NRRS™ is designed to:

- **Provide high quality customer service.**
- **Improve existing reservation service.**
- **Support Agency field personnel.**
- **Be cost-effective.**

— Sales Channels —

A Sales Channel is a specific type of service that is provided to the customer as a means of accessing reservation services under the NRRS™ contract. This contract is unique in that it contains multiple Sales Channels. This feature was included to enhance the opportunities for customers to make reservations. This contract provides for the following Sales Channels:

- **Call Center Sales:** The customer has a toll free number that will access a team of sales agents who can process his/her reservation request. The phone numbers are 1-877-444-6777 and TDD 1-877-833-6777.
- **Internet Sales:** This will allow the customer to access reservation services by logging on to the Internet from their home or anywhere else in the world. The Internet address is WWW.ReserveUSA.Com
- Field Location Sales:** This Sales Channel allows a customer to walk-up to a campground office that is equipped with a computer and Park Suite software, and book either an immediate reservation or an advanced reservation for a future stay.
- **Future Sales:** This will allow the NRRS™ to expand into new reservation sales opportunities that were not envisioned at the time of the contract was issued, i.e. multimedia to the home, kiosks, etc.

— NRRS™ Contract —

The basic NRRS™ contract is for a period of five years beginning on October 1, 1997 and extending through September 30, 2002. There are a total of three optional bid periods for additional service totaling five more years. If all of the options are exercised, the contract would extend through September 30, 2007.

— NRRS™ Service Contractor —

The NRRS™ contractor is ReserveAmerica, Inc. of Ballston Spa, NY. ReserveAmerica has three major Call Centers. The primary NRRS™ Call Center is located in Ballston Spa, NY, and the other major Call Centers are located in California and Wisconsin. In addition, ReserveAmerica is composed of a software design company previously known as Info 2000 that is located in Milton, Ontario, Canada. The basic contract is for a period of five years with three options for additional service totaling an additional five years.

— Purpose and Design of this Manual —

The Operating Procedures Manual is designed to provide field personnel with a quick reference source of information on NRRS™ Agency policies and procedures. The Manual is designed so that all of the major topics associated with the implementation and operation of the NRRS™ at the Field Locations are covered in alphabetical order. Each topic is covered as a separate section. This allows you to turn to a specific section to seek information on a topic. It also make it easy to replace an entire section, when it is updated.

The term Field Locations is used throughout this Manual. It is used to cover all types of reservable recreation facilities such as cabins, lookout towers, group shelters and campsites.

Copies of this manual may be downloaded from the NRRS Team Internet site at:

<http://team-nrrs.usace.army.mil/index4.htm>

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Accessible Sites or Facilities

- **Description:** The term accessible describes a program, site, building, or facility, or a portion thereof:
 - That complies with the Uniform Federal Accessibility Standard and the Americans With Disabilities Act Accessibility Guidelines.
- **General Procedures:**
 - The staff managing a Field Location are responsible to identify all of the recreation facilities that are accessible for persons with disabilities.
 - The accessible site(s) should be recorded in the NRRS™ database during the Inventory review and update process for that Field Location.
 - Accessible sites that are identified as reservable in the inventory will be managed as follows:
 - Accessible sites will be retained in the inventory until:
 - An accessible site is requested by a customer, or
 - The accessible site(s) are the last site(s) available for reservation at that Field Location.
 - If they are the last site(s) available, they will be available for reservation by any customer up to the maximum period defined in the inventory.
 - If the customer wishes to reserve one of these sites, they may occupy the site for the full time of their reservation.
 - Under these circumstances, that customer does not have to move to another site even if a person with disabilities arrives at the Field Location without a reservation and no other “accessible” sites are available.
 - A customer is not required to have a Golden Access Passport or provide proof of disability to reserve and/or occupy an accessible site.

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Alaska Cabins (Forest Service Only)

- **Description:** The Alaska cabins are managed by the Forest Service as a special unit with operating procedures that are tailored to their needs.

- **General Procedures:**

Note: The following procedures are in addition to and modify some of those that are stated in **Managing Reservations at Field Locations**.

- Customers can reserve a cabin up to 180 days in advance of their scheduled arrival date.
- Golden Age and Golden Access Passports are not valid for the purchase of reservations for cabins.
- There is no cut-off window; Alaska Cabins may be reserved on the day of arrival.
- There are no separate reservation fees for Alaska Cabins.
- Refunds on Alaska Cabin reservations are provided in accordance with the following provisions:
 - If cancellation is received more than 14 days prior to scheduled arrival, there is a \$10 Service Fee.
 - If cancellation is received within 14 days of arrival, there is a \$10 Service Fee plus the first night's use fee. If the reservation is for one night, then only the use fee is forfeited.
 - No refunds are provided for cancellations after the scheduled arrival or for no shows.
- Customers must be at least 18 years of age to reserve a cabin.
- Cabin permits will not be issued to commercial outfitters and guides without District Ranger approval.
- Each cabin reservation may include the name of an alternate permit holder.
- The reservation holder or alternate must occupy the facility and they must have either their reservation number or confirmation letter available throughout their stay.

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Call Center

- The NRRS™ Call Center is located at the ReserveAmerica facility in Ballston Spa, NY.
- The toll free phone number for customers to make reservations, changes or cancellations is 877-444-6777, the TDD number is 877-833-6777.
- The Call Center is open to accept reservations every day throughout the year, with the exception of New Year's, Thanksgiving, and Christmas Days.
- Operating Hours:

Peak Season operating hours:

April 1 through Labor Day:

8:00 am – 12:00 am (Eastern Time)

7:00 am – 11:00 p.m. (Central Time)

6:00 am – 10:00 p.m. (Mountain Time)

5:00 am – 9:00 p.m. (Pacific Time)

4:00 am – 8:00 p.m. (Alaska)

3:00 am – 7:00 p.m. (Hawaii)

Non Peak Season operating hours:

The day after Labor Day through March 31:

10:00 am – 7:00 p.m. (Eastern Time)

9:00 am – 6:00 p.m. (Central Time)

8:00 am – 5:00 p.m. (Mountain Time)

7:00 am – 4:00 p.m. (Pacific Time)

6:00 am – 3:00 p.m. (Alaska)

5:00 am – 2:00 p.m. (Hawaii)

Note: Also see the **Customer Complaints** section of this manual.

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Cancellations

- **Description:** This is the release by a customer of a confirmed reservation that results in non-use by that customer. (also see **No-Shows**)

- **General Procedures:**

- The Call Center will process all reservation cancellations.
- The Reservation Fee of \$8.65 for Forest Service campgrounds is non-refundable.
- In the event of a family emergency, the customer may provide a written request to the NRRS™ for a full refund of Recreation Use Fee without Service Fees (also see **Service Fees and Refunds**).
- If the fees originally paid by the customer do not cover the Service Fees for canceling a reservation, no additional fees will be collected from the customer.

Note: For customers who booked reservations prior to the effective date of the cancellation policies as shown below, they may cancel their reservation under the previous policy. The customer must advise the Call Center agent that they are covered under the previous policy at the time the cancellation is made.

- **Cancellation Policies - Revised**

- Overnight (Family) Sites
 - If a customer cancels a reservation more than three days prior to arrival, a \$10.00 Service Fee will be charged.
 - If a customer cancels a reservation less than three days prior to arrival, it will be considered a “Late Cancellation” and a \$10.00 Service Fee plus the first nights Recreation Use Fee will be charged.
 - If a customer cancels a reservation after checkout time (local) on the day following the date of arrival, it is considered a “No-Show” (see **No-Shows** for additional information).
- Group Facilities (Overnight)
 - If a customer cancels any group reservation more than 14 days in advance of the arrival date, a \$10.00 Service Fee will be charged.
 - If a customer cancels a group (overnight) reservation 14 days or less prior to the date of arrival, it will be considered a “Late Cancellation” and a \$10.00 Service Fee plus the first nights Recreation Use Fee will be charged.
 - If a customer cancels a reservation after check-out time on the day following the date of arrival, it is considered a “No-Show” (see **No-Shows** for additional information).
- Group Facilities (Day Use)
 - If a customer cancels any group reservation more than 14 days in advance of the arrival date, a \$10.00 Service Fee will be charged.

- If a customer cancels a group (Day Use) reservation 14 days or less prior to the date of arrival, it will be considered a “Late Cancellation” and a \$10.00 Service Fee plus the first day’s Recreation Day Use Fee will be charged.
- If a customer cancels a reservation after check-out time on the date of arrival, it is considered a “No-Show” (see **No-Shows** for additional information).
- Alaska Cabins, see section titled **Alaska Cabins** for information.

Note: The cut-off time between a “Cancellation” and a “Late Cancellation” will be 12:00 Midnight Eastern Time.

Example: If a customer has a reservation for an Overnight (Family) Site with a Friday arrival date, they may cancel through the Call Center by Midnight (Eastern Time) on the Tuesday prior to the arrival date and avoid the Late Cancellation Fees.

➤ **Fax or E-Mail Users:**

- Notice of cancellations will be sent to the Field Location by the Daily Arrival Report if the reservation appeared on a previous DAR and the cancellation occurred prior to the time the DAR report is generated.
- When a customer notifies your staff of a cancellation, either the customer or the field staff must complete a Request for Refund form and send the form to the NRRSTM (see **Refunds** section).

Cancellations or Changes Initiated by the Agency or Concessionaire

- **Description:** These changes or cancellations are initiated by the Agency or Concessionaire and made when the situation at a Field Location has changed in a way that will make all or part of the facility or activity unavailable or unsafe for use. This situation may be due to a change in the availability of inventory due to periods of construction, maintenance situations, emergency situations, for administrative closures, acts of God (natural disasters, earthquakes, floods, fires, severe storms, etc.), war, civil disturbance, or Government shutdown, etc.
- **General Procedures:**
 - When this type of situation occurs at a Field Location, authorized members of the staff will notify the Help Desk – Inventory Department at the NRRS™ by the fastest means available. The Help Desk phone number is 877-345-6777.
 - The field staff must confirm this notification in writing to the NRRS™ (e-mail or fax message from an authorized individual) and to the NCMO (NRRS™ Contract Management Office) within one day. The field staff will also forward copies of the confirmation through Agency channels.
 - The NRRS™ Inventory staff will:
 - Remove the affected inventory from sale to the public within one hour of notification.
 - Run a query on the affected sites to determine if there are any existing customer reservations.
 - The Inventory staff will notify the Field personnel of the situation.
 - If there are customers that are affected, the ReserveAmerica Customer Service staff will automatically proceed with notifying each customer and re-booking them to another site or Field Location.
 - If this is not possible, the reservation will be canceled.
 - When a cancellation or re-booking is completed by the ReserveAmerica staff under these circumstances, the Field Location that initiated the action must pay the Call Center a transaction cost for the service.
 - There will be no charge to the customer for this action.
- **Forest Service Procedures:**
 - If the customer's initial reservation was for a site at a Forest Service Field Location and the customer is re-booked to another Forest Service Field Location, then the initial location must pay for the Reservation Fee in addition to the transaction cost stated above. This is necessary so that the customer is not charged any fees for a change that they did not request.

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Check-in and Arrivals

- **Description:** This provides a description of the process used to check-in a customer when they arrive at a Field Location.
- **General Procedures:**
 - Customers with a reservation:
 - When a customer arrives at the Field Location with a reservation, they will need to be checked-in to their site.
 - When this occurs, it makes the site unavailable to others.
 - If the customer has received a Golden Age or Golden Access discount, the field staff should follow the procedures listed under the **Golden Age and Golden Access Passports** section of this manual.
- **Fax or E-Mail Users:**
 - When a customer with a reservation arrives at the campground, check them off the Daily Arrival Report.
- **Check-in and Arrivals, Early**
- **Description:** When a customer with a reservation shows up at the Field Location before the actual arrival date listed on their reservation, they are considered an early arrival.
- **General procedure:**
 - Customers changing the arrival date of their reservation prior to the reservation cut-off window can do so by contacting the NRRS™ Call Center.
 - Early arrivals are subject to availability in the CRS.
 - A Service Fee of \$10.00 is charged for this action.
 - Additional Recreation Use Fees are collected at this time.
 - Customers can change the arrival date after the reservation cut-off window by contacting the Field Location.
 - Early arrivals are subject to availability at the campground at that time.
 - Additional Recreation Use Fees are collected at this time.
- **Fax or E-Mail Users:**

- If a customer arrives at the campground before their scheduled arrival date on their reservation, check the Daily Arrival Report to see if the site is available. If it is, then the customer's request may be honored.

Check-out and Departures

- **Description:** When a customer checks-out of their site or facility, they have departed the campground. This makes the site available to future reservation customers or for walk-ups. As a general practice, all customers leaving the campground should notify the office or gate staff accordingly.
- **General:** Field Locations should develop local procedures which will allow customers to notify the park staff of their departure at times when the fee booths are unattended.
- **Fax or E-Mail Users:**
 - When a customer checks out, indicate on the Daily Arrival Report that they have departed and that the site is now available for use by a new reservation customer or a “walk-up” sale.
- **Check-out and Departures, Early**
- **Description:** When a customer leaves the Field Location before the scheduled departure date on their reservation, it is considered an early departure.
- **General Procedures:**
 - Early departures will be treated as a cancellation of the remaining days. A \$10.00 Service Fee will be charged.
 - Customers will receive a refund or credit voucher for the remaining part of their stay, minus the Service Fee (see **Credit Vouchers** section)
- **Fax or E-Mail Users:**
 - If a customer wants to check-out early, complete a Request for Refund form and send it to the NRRSTM (see **Refunds** section).
 - This request form will:
 - Enable the NRRSTM to put the site back into available inventory.
 - Enable the NRRSTM to document the need for a refund or credit voucher, if applicable (see **Refunds** and **Credit Vouchers** section).

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Closure of Field Locations, Sites, and Facilities

➤ Definitions:

Site Hold: Previously known as Administrative Hold, this function temporarily places a site in a non-reservable status due to emergency situations, e.g., storm damage, flooding, fires, etc., construction, or major maintenance. This function is used for a specified time-frame and a specific reason. A site or activity that is placed on Site Hold is not available for reservation sales by any Sales Channel and cannot be sold to walk-up customers. If there are existing reservation on these sites, they will have to be either rebooked by ReserveAmerica to another location or provided a full refund.

Site Closure: This function makes sites unavailable for CRS and Internet reservations for a specific period of time. Sites on “closure” are still available for “walk-in” customers. Any existing reservations for sites that are being closed will not be affected: however, the site will be fully closed once existing reservations are fulfilled. One application of this function is to set aside a site(s) for a one day, local celebration.

➤ General Procedures:

- Any change in the availability of the inventory at a specific Field Location must be reported to the Help Desk – Inventory Department. The phone number is (877) 345-6777.
- Help Desk personnel will log the notice and apply a Site Hold or Site Closure within one hour of receiving the call.
- The Help Desk will then E-Mail or FAX a confirmation notice to the Field Location.
- If the Field Location requests a Site Hold, any existing reservations that are booked for these sites will be cancelled by ReserveAmerica as soon as possible, based on the customers arrival date (see **Cancellations or Changes Initiated by the Agency or Concessionaire**).
- If the Site Hold request affects customers who are arriving within 14 days of the current date, the cancellations will show up on the Daily Arrival Report.

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Confirmation Notice

- **Description:** This is a message sent via letter, fax or e-mail that is provided by the NRRS™ directly to the customer to confirm the receipt of the reservation.
- **General Procedures:**
 - The customer will be provided with a message that contains the following information:
 - Customer's Name.
 - Customer's Address.
 - Name of the Field Location.
 - Directions to the Field Location.
 - Customer Arrival Date.
 - Length of Stay.
 - Notices concerning the Field Location.
 - Amount of payment.
 - Method of payment.
 - Notification Method:
 - Fax
 - E-mail
 - Letter (if there is 10 or more days prior to the customer's arrival date).
NRRS™ Policies and Guidelines (pre-printed on the back of the letter). **Note:** these policies and guidelines will be updated periodically throughout the life of the NRRS™ contract.

Pre-printed wording on the back of the customer confirmation notice:

Note: Changes to the cancellation procedures are being addressed at this time. The wording on the back of the confirmation notice will be changed to reflect the final policy decision.

Your Reservation

- Should there be any problem with your reservation, please contact Customer Service at 1-888-448-1474.
- There may be applicable additional fees (extra vehicle, firewood, visitors, additional equipment, etc.) when you check-in.
- If you have to arrive late, please note that your campsite will be held for you up to 24 hours after the arrival date/time.

Policies

Customer Service

- Your requests for changes, cancellations and refunds should be made by calling the NRRS™ at 1-877-444-6777.
- If a reservation fee is indicated on the front of this letter, it is non-refundable.

Change or Cancellation

- If you need to change or cancel a reservation, a service fee of \$10.00 will be charged.
- If you made your reservation through the Internet or at a field site offering the reservation service, you can also request a change through that same source. There may or may not be a service fee associated with a change request handled by the field.
- A change request that cannot be accommodated will be treated as a cancellation and a \$10.00 service fee assessed.
- Cancellations made after 6:00 p.m. on the date of arrival will be charged a \$10.00 service fee plus the first night's use fee.
- Your campsite will be held for up to 24 hours after arrival date/time. If you do not show up, or if you cancel after that time, a \$20.00 service fee plus the first night's use fee will be assessed and your site released for immediate resale.
- An early departure will be treated as a cancellation of the remaining days. A service fee of \$10.00 will be assessed.

Refunds

- All applicable service fees will be deducted from a refund prior to processing.
- Refunds will be issued in the form of the original payment. If payment is by check or cash, then the customer has the option of selecting a "credit voucher" or a check refund. The credit voucher is good for one year and can only be used by calling the NRRS™ Call Center. **Note:** The ability to accept credit vouchers at field locations will be included in the Park Suite 2000 update.

Golden Age/Access Passports

- Golden Age/Access Passport holders must present a valid passport and one form of identification upon arrival at the Field Location to confirm the discount.

Emergency Closure

- If, for any reason, the Field Location is closed due to an emergency, natural disaster, or other unusual circumstances, the NRRS™ service contractor, ReserveAmerica, will make every effort to contact you and re-book your reservation to another time or location. If this is not possible, all fees will be refunded as soon as possible.

Cabins

- Customers who cancel less than 14 days prior to arrival will be charged a \$10.00 service fee plus the first night's use fee.
- No refunds will be processed for a no-show or cancellation after the arrival date.
- Early departure service fees do not apply and no refunds are available.
- The reservation holder or alternate must occupy the facility and must have either their confirmation letter or reservation number throughout their stay.

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Credit Vouchers

- **Description:** This is a credit to a customer's account issued in lieu of a refund. The credit is held in the Central Reservation System for future use by the customer.
- **General Procedures:**
 - The purpose of this option is to minimize the need to issue checks for small amounts of funds.
 - Credit vouchers are available only through the Call Center and at Field Locations that are equipped with computer access to the CRS.
 - If the customer paid by cash, they have the option of selecting a credit voucher in lieu of receiving a refund check.
 - If the customer selects the credit voucher option, they will be provided a receipt at the time the voucher is created on the CRS.
 - The voucher is good for one year and can only be used through the NRRS™ Call Center.
Note: The ability to accept credit vouchers at field locations utilizing Park Office will be included in the Park Suite 2000 update.
 - Credit vouchers that are not used within the one year time period will be refunded out to the customer by a government check.
 - If a customer pays by check at a Field Location, the credit voucher will be created on the CRS, but it will be held in suspense for 21 days. This allows time for the check to clear the bank and ensures funds have been credited to the Treasury prior to the customer using the voucher.

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Customer Complaints

- **Description:** This provides the process that customers should use to make formal complaints about NRRS™ service or policies.
- **Customer Complaints:**
 - Reservation customers wishing to make a complaint or inquire about NRRS™ services or policies should be directed to contact the ReserveAmerica customer service desk at 1-888-448-1474, Fax 1-518-884-7424 or e-mail custserv@reserveamerica.com.
 - Field Locations should not call this number. They should use the Help Desk for resolution of all issues including those related to a specific customer (see **Help Desk – Field Support** below). The Help Desk personnel will coordinate internally to assure that all of the questions are resolved.
- **General Agency Complaints, Problems, and Issues:**
 - All agency complaints, problems and issues should be documented and submitted on a NRRS™ Reservation Issue Report form (see **Appendix A**) directly to the ReserveAmerica by Fax notification to 1-518-884-7424 or e-mail at nrrshelp@reserveamerica.com for processing. This form serves as a checklist to assure that as much information as possible is captured in the field, regarding the problem. If the message is by E-Mail, please assure that the same type of the information requested on the form is included in the message.
- **Internet Issues:**
 - All Internet issues, whether from the public or the Agencies, should be reported directly to the site webmaster at webmaster@reserveusa.com by clicking on the “Contact Us” at the bottom of each web page or on the “Contact Us” icon on the upper right hand corner of the web page.
 - Inventory and map data issues should be reported in accordance with the inventory change procedures (see **Inventory**).
 - All Internet functionality and design issues should include a copy furnished to Lynne Beeson, NRRS™ Internet Site Team Leader at lynne.r.beeson@usace.army.mil.
- **Park Office Issues:**

- All Park Office issues should be reported directly to ReserveAmerica by e-mail at nrrshelp@reserveamerica.com or fax notification to 518-884-7424 for processing.
- All Park office issues should be copy furnished to Ricky Raymond at ricky.d.raymond@usace.army.mil.

Daily Arrival Reports (DAR)

- **Description:** This is a report that provides a Field Location with a listing of all of the customers who have made reservations with an arrival date within the next fourteen days.
- **Application:** This is a report that is provided by the NRRS™ on a daily basis (seven days per week) for all campgrounds that are open for the season and that receive their information by fax or e-mail.
- **Daily Arrival Report:** Includes data on all reservations, changes, and cancellations processed through all Sales Channels by the NRRS™ that apply to a specific Field Location during the ensuing 14-day period. The Daily Arrival Report includes:
 - Customer's name and telephone number (including group name/affiliation).
 - Confirmation number.
 - Campground name.
 - Loop name, if applicable.
 - Recreation facility name/number.
 - Dates of use (displayed 14 days ahead of receiving the report).
 - Campsite or group unit name/number or type of facility.
 - Golden Age or Golden Access Passport number, if applicable.
 - Number of people in the party.
 - Recreation Use Fee paid.
- **General Procedures:**
 - Field Locations will receive a Daily Arrival Report (DAR) from the CRS for each park with reservable facilities.
 - The DAR will be sent by FAX and or e-mail to the number/address provided in the NRRS™ inventory database.
 - The preferred method of transmitting the DAR to the Field Location is by e-mail because it is much faster to send and is more reliable. You may receive DAR's at two different e-mail addresses: Primary and Secondary. Contact the Inventory staff to assure that the proper names and e-mail addresses are contained in the database.
 - The DAR will show reservations for all customers with arrival dates within the next fourteen days.
 - Field Locations should receive their first DAR fourteen days prior to the first reservable date listed in the inventory.
 - The DAR should be delivered to the appropriate park on a daily basis.
 - Field Locations should develop local procedures to post reservations at campsites and group facilities using the guidelines provided.

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Definition of Terms

- **Accessible.** Describes a program, site, building, or facility, or a portion thereof, that complies with the Uniform Federal Accessibility Standard and the Americans With Disabilities Act Accessibility Guidelines, and that can be used by persons with disabilities.
- **Administrative Hold.** This term is being replaced by “Site Hold” (see below).
- **Administrative Site.** Any recreation site that is used for agency or concessionaire purposes and not available for reservation or public use, such as a site occupied by a campground host.
- **Advance Reservation Sale.** Transactions made within the booking window, for reservations at Field Locations.
- **Agency or Agencies.** Federal Government agency or agencies that participate or will participate in the NRRS™. Currently, they include the Bureau of Land Management, USDI; Corps of Engineers, U.S. Army; and Forest Service, USDA. The Bureau of Land Management, USDI, currently has no participating facilities.
- **Arrival.** The reserved date and/or time for checking into or entering a recreation facility or activity.
- **Arrival Date/Time.** Earliest time the reserved inventory is guaranteed to be available.
- **Backcountry.** Area of Federal land characterized by lack of development.
- **Bank Card.** Method of payment that includes credit and debit cards.
- **Batch Update.** A method of updating reservation inventory through a one- or two-way communications link used for sites that do not have as high a volume of reservations as online sites. One-way communications may consist of a Daily Arrival Report fax transmittal from the Central Reservation System to the local campground/park/area. Two-way communications may consist of dial-up access to the Central Reservation System when required or requested, using a modem.
- **Block.** A percentage of the inventory of a recreation facility or activity that is provided to the NRRS™ for sale by the field manager. During a specific time period, this inventory is not available for local sale without first clearing it through the NRRS™. After a designated cut-off date and/or time, the inventory that is unsold is returned to the control of the field manager for local sale and is no longer available for sale through the NRRS™.

- **Booking Window.** The time period beginning a specified number of days in advance of the “first reservable date” specified in the Inventory database for a Field Location and ending with the “reservation cut-off”. For example, a campsite with a 240-day booking window may be reserved up to 240 days prior to the date of customer arrival. Different types of facilities and activities may have different booking windows.
- **Box Office.** A local Sales Channel of reservations for activities such as cave tours, events, river access, and wilderness access.
- **Call Center.** A Sales Channel for distribution of reservation services by phone, mail, or fax.
- **Campground.** A designated recreation area made up of campsites and/or group sites for overnight use by customers with tents or recreational vehicles. Day use facilities may also be found in a campground.
- **Campsite.** A single unit of inventory within a campground that has a specific capacity and may have a space for a vehicle, picnic table, and/or grill or fire ring.
- **Cancellation.** Release of a confirmed reservation that results in non-use by the original customer.
- **Capacity.** Limit on the use of the unit of inventory, such as maximum number of people, vehicles, tents, trailers, horses, water craft, etc.
- **Central Reservation System (CRS).** The heart of the NRRS™ is the Central Reservation System. It is a computer processing system provided by ReserveAmerica that:
 - Maintains all of the inventory data on recreation facilities and activities.
 - Tracks reservations and customer records.
 - Tracks all financial transactions that are generated by the sale of reservations or local sales for those Field Locations that are tracking those sales.
 - Generates reports for financial and management purposes.
 - Performs a variety of other data functions essential to the system.
 - The CRS is located at ReserveAmerica’s Call Center in Ballston Spa, New York.
- **Change.** The modification of the original reservation arrival/departure dates, site number within the same campground or the method of payment. In addition a change applies to increases or decreases in the number of people who utilize group facilities if that change affects the recreation use fee paid.
- **Computer Telephony Interface (CTI).** An interface between the telephone and the computer that provides enhanced call handling and routing.

- **Concessionaire.** Private operator of Agency campgrounds or other recreational facilities under permit.
- **Conducted Activity.** A formal recreation activity that has a recreation use fee and is conducted by an Agency or approved concessionaire.
- **Confirmation.** A means of guaranteeing, either electronically, verbally, or in writing, that the NRRS™ has recorded a customer's reservation request for a specific recreation facility or activity. It verifies specific information on individual reservations, documents the payment record, and serves as a customer receipt.
- **Congressional Inquiry.** A verbal or written inquiry from a member of Congress.
- **Contract Line Item Number (CLIN).** A specific unit of work to be performed by the Contractor as a pay item.
- **Contractor.** Entity awarded a contract to design, implement, and administer NRRS™ components, such as the Central Reservation System and Call Center.
- **Contracting Officer (CO).** A Forest Service employee with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
- **Contracting Officer's Representative (COR).** An authorized representative of the CO who administers the day-to-day operation of the contract. This individual acts within the limits of the authority delegated by the CO.
- **Contracting Officer's Technical Representative (COTR).** An authorized representative of the Agency who coordinates Agency-specific issues with the COR for resolution. This individual acts within the limits of the authority delegated by the CO.
- **Credit Voucher.** A credit to a customer's account in lieu of a refund. The credit is held in the Central Reservation System for future use by the customer.
- **Customer.** A person requesting reservation services from the NRRS™.
- **Customer Service Function.** A service performed by the NRRS™ Contractor to respond to customer requests and resolve issues to the customer's satisfaction.
- **Cut-off Date/Time.** The date and/or time beyond which an action will not be accepted.
- **Cut-off Window.** The latest date and/or time that a customer request can be processed for a specific action; for example, the latest date a reservation, change, or cancellation can be made.

- **Day Use.** A recreation facility or activity intended for use during daylight hours; for example, picnic tables, swimming beach, shelters, or cave tours.
- **Departure.** The designated date and/or time for the customer to vacate the recreation facility or activity.
- **Differential Pricing.** The pricing of different recreation facilities within a single Field Location at different rates; for example, a higher price for overnight use of a campsite on the waterfront. This may occur between seasons or within seasons.
- **Electronic Fund Transfer (EFT).** Transfer of funds by electronic means from one location to another.
- **Extensions.** Customer request before or after arrival for additional days or time beyond the original departure date or time.
- **Field.** Agency, concessionaire, and/or lessee operations pertaining to NRRS™ recreation facilities or activities.
- **Field Location.** A location described in the reservation inventory where reservable recreation facilities or activities exist.
- **Field Location Sales Channel.** Local Agency, concessionaire, and/or lessee channel for selling reservations for NRRS™ recreation facilities or activities.
- **Field Manager.** A designated individual who is responsible for the day-to-day management of a recreation facility or activity; for example, the Agency service personnel, concessionaire, or lessee.
- **First-Come, First-Serve Site.** A part of a recreation facility that is managed without reservations specifically for “walkup” customers who arrive at a recreation area without having made reservations.
- **Future Sales Channels.** Means of selling reservations (such as fully accessible kiosks, third parties, multimedia to the home, etc.) that are expected to become NRRS™ Sales Channels when emerging technologies become available.
- **Golden Access Passport.** This is a free lifetime entrance and discount pass for persons who are blind or permanently disabled. It is available to citizens or permanent residents of the United States, regardless of age, who have been determined to be blind or permanently disabled. Passports may be obtained by showing proof of medically determined disability and eligibility for receiving benefits under federal law. The Golden Access Passport admits the pass holder and any accompanying passengers in a private vehicle. The Golden Access Passport also provides a 50% discount on federal recreation use fees charged for facilities and

services such as camping (including family sites operated by concessionaires), swimming, parking, boat launching, or cave tours. It does not cover or reduce special permit fees or fees charged by concessionaires.

- **Golden Age Passport.** This is a lifetime entrance and discount pass for U.S. citizens or permanent residents 62 years or older. The Golden Age Passport has a one time processing charge of \$10. You must purchase a Golden Age Passport in person, it is not available by mail or telephone. At the time of purchase you must show proof of age (be 62 years or older) and be a citizen or permanent resident of the United States. The Golden Age Passport admits the pass holder and any accompanying passengers in a private vehicle. Where entry is not by private vehicle, the passport admits the pass holder, spouse, children and parents. The Golden Age Passport also provides a 50% discount on federal recreation use fees charged for facilities and services such as camping (including family sites operated by concessionaires), swimming, parking, boat launching, or cave tours. It does not cover or reduce special recreation permit fees or fees charged by concessionaires.
- **Group Camp.** A designated campground or area designed to accommodate groups for overnight use.
- **Group Shelter.** A designated area or shelter generally capable of accommodating groups for day use activities, such as picnicking, reunions, etc.
- **Group Use Area.** A facility or area that is designed to accommodate large numbers of people for recreational activities.
- **Internet Sales Channel.** The use of Internet to provide customers with a link to the NRRS™ for information about participating recreation facilities and activities, and to purchase reservations.
- **Inventory.** A data base of recreation facilities and activities, including their attributes and administrative information.
- **Lessee.** An individual, organization, or governmental agency that manages recreation facilities or activities under a lease instrument from an Agency.
- **Local Sales.** Transactions made by Field Locations that include sale of reservations for recreation facilities where the inventory is not reservable through the NRRS™, or where the inventory is reservable through the NRRS™, but falls within the reservation cut-off window.
- **Lockbox.** An account set up by the Agencies with the U.S. Department of Treasury's Financial Management Service and one of their designated commercial banks. Checks and money orders are deposited in this account for the NRRS™, and funds are then electronically transferred to a Forest Service account.

- **Lookout.** A recreation facility for overnight use that was originally used as a forest fire observation facility.
- **Lottery.** A random number drawing that is used to allocate use systematically of a limited number of sites or recreation activities that are in very high demand. Lotteries are used to distribute a scarce resource fairly and equitably to the general public.
- **Move.** A change in the customer's campsite or facility after arrival.
- **National Recreation Reservation Service™ (NRRS™).** The interagency reservation system, including Contractor-operated Central Reservation System, communications capabilities, reservation operations at Field Locations, and potential Future Sales Channels.
- **No-Show.** A customer who does not arrive at the Field Location by the release date/time, or who changes or cancels a reservation after the release date/time.
- **NRRS™ Contract Management Office (NCMO).** Office that administers the NRRS™ contract and is staffed by designated Agency personnel. It includes program management; the Contracting Officer's Representative function; reporting on performance; gathering financial transaction data from the Contractor; reconciling these data with reports from the bank card processing center and Contractor performance data; making payments for services received to the Contractor, concessionaires, and lessees; and distributing net proceeds to the Agencies.
- **Online.** A specific part of inventory that is managed so that it is available and changeable in real time both in the Central Reservation System and at Field Locations.
- **Problem Site.** A site status designation in the NRRS™ used to note a site with a minor, temporary problem, such as a fallen tree.
- **Quality Assurance Representative (QAR).** An individual who works under the authority of the COTR and is authorized to perform routine evaluations of Contractor performance.
- **Recreation Activity.** A reservable tour or event, such as a cave tour, historic site tour, visitor center, river permit, or wilderness or back country permit.
- **Recreation Facility.** A physical structure or designated developed site where recreation fees are generally charged, such as a cabin, campsite, day use or overnight shelter, group campground, or lookout.
- **Recreation Use Fee.** An authorized fee charged to the customer for use of a recreation facility or participation in a recreation activity. It may be charged on a per day, per night, or per person basis.
- **Referral.** The act of referring customers to other recreation facilities or activities when

their first choice is not available.

- **Refund.** A full or partial credit of a customer's recreation use fees by check or electronic fund transfer.
- **Reservation.** Occurs when a single unit of inventory at one location (such as a campsite, cave tour, shelter, or wilderness permit) for a single period of time, is sold. A reservation is a completed transaction when payment is received in-full and a confirmation number is provided to the customer.
- **Reservation Change.** Any modification of the original reservation, such as arrival or departure dates, number of people in the party, site number within the same campground (if site specific), or payment method.
- **Reservation Fee.** A fee charged to the customer at the time a reservation is made, that is in addition to the Recreation Use Fee. The Forest Services currently charges such a fee; the Corps of Engineers does not.
- **Reservation Management.** A functional element of the Contractor's operations that provides and manages the processing and documentation of all reservations.
- **Reservation Season.** The period of time between the first date and the last date shown in the inventory record. The off season is the period of time between the last date and the first date shown in the inventory record.
- **Rolling Window.** Period of time during which reservations become available. For example, with a rolling 1-day window, inventory becomes available for reservation 1 day at a time, based on the booking window for that inventory.
- **Service Fee.** A fee charged to the customer by the NRRS™ for providing specific reservation services, such as a change (except for extensions) or cancellation in a reservation, a reservation no-show, or a reservation processing fee for facilities or activities that are provided free of charge.
- **Site Closure.** The placement of any recreation site in a temporary closed status. This means that no new reservations may be taken by the Call Center or Internet. However, these sites are still available for sale by the Field Location.
- **Site Hold.** The placement of any recreation site or activity in a temporary hold status due to emergencies, site damage, construction or major maintenance. When a Site Hold is placed on reservable inventory, it is no longer available for sale through any Sales Channel. Customers with existing reservations will be rebooked by ReserveAmerica under the Agency closure procedures.

- **Site-Specific Reservation.** The assignment of a specific unit of inventory at the time the reservation is made.
- **Site-Type Reservation.** The allocation of one unit of inventory within a block of similar units at the time the reservation is made. Specific site assignments are made at the time the customer arrives at the Field Location.
- **Third Party.** An organization that enters into a written agreement with the NRRS™ to take reservations, change requests, etc., and to process them through the reservation service.
- **Tracking and Reporting.** Contractor-operated function to develop and update a wide variety of reports on all aspects of the NRRS™, provide data to all Agencies as required, and monitor contract performance standards.
- **Transaction.** A reservation, change, cancellation or “no-show” processed by any Sales Channel to the Central Reservation System.
- **Walk-up.** A reservation sale made at the time of the customer’s arrival at the Field Location.
- **Water Resource Development Project.** Project authorized by law for the construction and operation of dams, rivers, breakwaters, etc. Some lands surrounding water resource development projects are developed for recreation activities, including camping and day use.
- **Wilderness.** Congressionally designated Federal land characterized by lack of development.

Extension of Stay (Change Dates)

➤ **Description:** This occurs when a customer requests before or after arrival at a Field Location, to add additional days or time beyond the original departure date or time.

➤ **General Procedures:**

- Customers are able to change the arrival or departure date of their reservation prior to the reservation cut-off date by contacting the NRRS™ Call Center.
- There is a Service Fee of \$10.00 for campsites, group facilities or cabins for this action.
- The customer's request is subject to availability at the CRS.
- Customers that have already arrived at the Field Location may extend their stay and remain on their existing site, as long as no other customers are scheduled to occupy that site. No service fees are applied in these instances.
- The stay limit may be extended by authorized personnel at the Field Location, based on Agency rules and regulations and the availability of the site. This type of customer request is handled exclusively when the customer is at the Field Location.

(also see **Cancellations**)

➤ **Park Office Users:**

- To process an extension after the customer's arrival, go to the Change Date Icon or go to Activities / Check-in and change the date of departure to the new date. If the site is available, proceed with the extension. For further information, see Chapter 9 of the Park Office User's Guide.
- Prior to arrival, extensions through Park Office may only be made for customers who made their reservation through Park Office. All other customers should be directed to contact the Call Center to process their extension.

➤ **Fax or E-Mail Users:**

- Customers that wish to extend prior to arrival should be directed to contact the Call Center.
- Field Locations that operate only by DAR may grant extensions after the customer arrives only when the requested dates fall within the local cut-off window.
- Customers that wish to extend beyond the local cut-off window may call the NRRS™ and reserve the site for the dates requested with the approval of the Field Location (if necessary).

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Fax/E-mail Operation

- **Description:** Provides guidance on operating an NRRS™ Field Location utilizing fax machines or e-mail to receive Daily Arrival Reports (DAR's).
- **General:**
 - Receiving DAR's in the field.
 - Field Locations will receive Daily Arrival Reports (DAR) from the CRS for each Field Location with reservable facilities by 6:00 a.m. each day during the peak and non-peak season.
 - DAR's will be sent via FAX or E-Mail.
 - The DAR will be sent by FAX to the number provided in the inventory or by E-mail to the E-mail address provided in the NRRS™ inventory.
 - E-mail is the preferred method to receive DAR's because the method of transmission is faster and the quality of the output is assured. A special E-mail address may be set up to allow multiple staff members access authorization to DAR's sent via E-Mail. Field Locations should coordinate with their Information Management support personnel to arrange for a special DAR E-Mail address. Copies of the DAR can also be sent to a Primary and Secondary E-Mail address.
 - The DAR will show reservations for all customers with arrival dates within the next fourteen days.
 - Field Locations should receive their first DAR fourteen days prior to the first reservable date listed in the inventory.
 - DAR's sent by e-mail will be in Adobe "pdf" format. These reports will require the use of Adobe Reader software that is available free of charge from the Adobe Internet site at <http://www.adobe.com>. Look for the link to download the latest version of the Adobe Reader software.
 - Managing a Field Location with DAR's.
 - A payphone should be made available in the campground for customers to use to make reservations. If a payphone is not available at a Field Location, directions should be provided to the nearest local payphone.

- The toll free reservation number as well as general reservation information such as site availability and local occupancy policy, should be posted within the campground in a highly visible location.
- Field Locations should develop local procedures to post reservations at the campsites and group facilities. Customer information such as full name, phone number and address should not be posted in order to protect the customer's privacy.
- Individual, reservable campsites and groups facilities should be marked as "Reservable" with signs or stickers in appropriate locations (site identification posts, lantern hangers, picnic tables) so that they are readily identified as part of a reservation program.
- Signs or posters at individual campsites should include language such as "Please check availability with Park Attendant prior to occupying this site".
- Individual reservations, including the beginning and ending dates, should be posted at the site at least 14 days in advance of the arrival date. This allows walk-in customers to see actual site availability as they are looking for a campsite.
- Walk-in customers should be advised to verify site availability with the campground staff or information board prior to occupying a reservable site.
- If the Field Location is not staffed, general information such as local policy governing occupancy of reservable sites should be posted within the campground in a highly visible location. Campground maps indicating which sites are reservable and which are not should also be posted.
- If the Field Location is unmanned, the customer service number should be posted with instructions on how to request refunds or vouchers.

Golden Age and Golden Access Passport

➤ Descriptions:

Golden Access Passport. This is a free lifetime entrance and discount pass for persons who are blind or permanently disabled. It is available to citizens or permanent residents of the United States, regardless of age, who have been determined to be blind or permanently disabled. Passports may be obtained by showing proof of medically determined disability and eligibility for receiving benefits under federal law. The Golden Access Passport admits the pass holder and any accompanying passengers in a private vehicle. The Golden Access Passport also provides a 50% discount on federal recreation use fees charged for facilities and services such as fees for camping (including family sites operated by concessionaires), swimming, parking, boat launching, or cave tours. It does not apply to special recreation permit fees or fees charged by concessionaires.

Golden Age Passport. This is a lifetime entrance and discount pass for U.S. citizens or permanent residents 62 years or older. The Golden Age Passport has a one time processing charge of \$10. You must purchase a Golden Age Passport in person (it is not available by mail or telephone). At the time of purchase, you must show proof of age (be 62 years or older) and be a citizen or permanent resident of the United States. The Golden Age Passport admits the pass holder and any accompanying passengers in a private vehicle. Where entry is not by private vehicle, the passport admits the pass holder, spouse, children and parents. The Golden Age Passport also provides a 50% discount on federal recreation use fees charged for facilities and services such as fees for camping (including family sites operated by concessionaires), swimming, parking, boat launching, or cave tours. It does not apply to special recreation permit fees or fees charged by concessionaires.

➤ General Procedures:

- Customers may purchase Golden Age Passports at selected campgrounds and at participating Agency management offices.
- Golden Age and Golden Access Passports will be accepted for family units, and the discount will be calculated in their fee, excluding any applicable reservation or service fees.
- The Passport number must be recorded in order to give the discount. Without a 7 to 9 digit numeric character recorded, the discount should not be given.
- Only the person to whom a Passport was issued, may use it.

- The Passport discount is applicable only for the specific site or facility the Passport holder occupies. If they have more than one reservation for the same Field Location they will receive the discount on only the site that they will actually occupy.
- **Group Sites** -- No Golden Age/Access Passport will be accepted for reservation of a group site (based on site type classification) through the Call Center or the Internet Sales Channel.
 - **Note:** If the site is a Corps Group facility at a Field Location, and the customer asks about a reduction in fees:
 - The customer will be told that they may apply for a reduction in the Recreation Use Fee at the Field Location on the day of the activity, **if all** of the members of the group have a Golden Age/Access Passport.
 - If this is the case, the Corps field personnel will process a refund request for the discounted portion of the recreation use fee.
- **Family Sites** – All family sites (based on site type classification) will qualify for the Golden Age/Access Passport reduction in the Recreation Use Fee. The limit of 12 people previously used by the Forest Service is eliminated. The Field Location controls the site type classification. The Passport discount applies to all family sites, including single, double, triple, etc.
- Passport discounts are not available for cabins, firewood sales, reservation fees or service fees.

➤ **Call Center:**

- The Call Center staff will record the Passport number and a code will be included as a part of the reservation.
 - GACC = Golden Access
 - GAGE = Golden Age
- Fees will automatically be calculated by the CRS when the Passport code is entered.
- If a customer fails to notify the Call Center staff that they have a Passport at the time the reservation is made, they will be billed the full cost of the reservation at that time.
- The reservation agent will ask the customer if he or she is a Passport holder. It will be the responsibility of the customer to inform the Sales Agent when they make a reservation.

➤ **Internet Sales:**

- In order to receive the discount, the customer will have to enter their Passport number on the appropriate web screen.
- When a Passport number is entered, the reservation will be coded as above.
- Fees will be adjusted automatically by the software.

➤ **Field Locations:**

- The Daily Arrival Report will provide the Field Location with the Passport number that the customer provided at the time the reservation was made.
- The customer must bring a valid Passport and one form of identification upon arrival and check-in at the campground, to validate the discount that they received at the time the reservation was made.
- Field Location staff will check the Passport number against the customer arrival information from the NRRS™ and the customer's identification to verify that the person using the card is the same person to whom the card was issued.
- If the customer does not have a Passport and appropriate identification, they will be charged the full rate. All additional fees will be paid prior to site occupancy.
- Do not allow the holder of a Golden Age Passport to register and pay for any campsite other than the one he or she will actually occupy.
- For walk-in customers, apply the appropriate discount once the Passport has been verified.

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Help Desk – Field Support

- **Description:** ReserveAmerica Field Support Team and Help Desk is designed and staffed to provide quick, effective support for NRRS™ reservation and field problems.
- **General Procedures:**
 - The Help Desk is paid for as part of the services under the NRRS™ contract. It should be used by field personnel as the primary resource to assist in resolving NRRS™ issues or problems related to their Field Location, their inventory, or their customers.
 - All customer complaints and problems should be reported promptly to the Help Desk. Documented copies of the complaints can then be furnished to the Agency Point-of-Contact or NRRS™ coordinator, if necessary.
 - How to Contact the Help Desk:
 - Help Desk phone number: 1-877-345-6777.
 - TDD phone number (ask for the Help Desk): 1-877-833-6777.
 - Help Desk Fax number: 1-888-724-5520
 - Help Desk E-Mail address: nrrshelp@reserveamerica.com
 - The Help Desk is available throughout the year on the same schedule as the Call Center (see **Call Center** above).
 - Reporting Problems to the NRRS™ Field Support Team
 - If you are experiencing a problem with reservations, DAR's or your computer system, contact the Help Desk. The NRRS™ Reservation Issue Report form (see **Appendix A**) should be used to report problems. This form serves as a checklist to assure that all appropriate information is collected before making a request to the Help Desk.
 - Explain the details of the problem to the specialist.
 - If you are unable to reach a specialist immediately, stay on the line or leave a message.
 - The specialist will do an analysis of the problem and will determine if it is a software, hardware, data issue or operation system failure.

- If the specialist determines that the problem is either hardware or an operating system failure, follow the procedures outlined in the **Computer Hardware Requirements and Software Backup & Restore Procedures** section of this manual.
- If it is determined to be a problem that cannot be immediately resolved, a case number and an estimated response time will be provided by the Help Desk.
- After Hours Support
 - If assistance is needed outside of normal Help Desk hours:
 - Call the Help Desk number and select option 1 for Technical Support.
 - Two options will be provided, **Press 1** for emergency support or stay on the line to leave a message. When reporting an issue that can be resolved during the next business day, stay on the line and leave a message. A Help Desk agent will assign a case number the next business day and provide a call back for further action.
 - Selecting **“1”** forwards the call to the Product Support cellular phone for Technical Support Emergency assistance. This option should only be used in an emergency situation, such as a fire that closes part of the campground.
 - If the call is not immediately connected, leave a message with name and phone number.
 - If the call is not returned within ten minutes, repeat the above process.
 - If the second call is not immediately connected and a call back is not received, send a fax to the Help Desk supervisor or an E-Mail reporting the situation to hdsupervisor@reserveamerica.com.

➤ **Escalation Procedures:**

- In the event that the Help Desk does not provide a call back within the agreed upon time frame (generally four hours):
 - Contact the Help Desk and request a status using the case number provided during the initial call.
 - If the case is not being worked on or it appears that it does not have sufficient priority, ask to speak to the current supervisor on duty. Other methods of reporting unsatisfactory service are sending a fax to the Help Desk supervisor or sending an e-mail to hdsupervisor@reserveamerica.com.
- If the above steps fail to resolve the issue, provide the case number and history to the appropriate Corps POC or Forest Service Regional Coordinator for escalation to the agency COTR.

Holiday Premium Fees

- **Description:** Provides guidelines on how holiday premium fees are applied at Field Locations that have holiday premium fee schedules in the Inventory.

- **General**

- Holiday premium fees only apply at Field Locations that have requested holiday fees and have included holiday fee schedules in the inventory.
- Holiday premium fees only apply to the following holidays:
 - Memorial Day
 - 4th of July
 - Labor Day
- Holiday premium fees are automatically applied to all reservations made during the holiday period, if this options is marked in the inventory.
- Minimum 3-Night Stay Holiday Weekend Rule – see **Minimum Stay Rules** section.

- **2000 Holiday Dates**

- Memorial Day
 - Begins on Friday, May 26 through and including Monday, May 29, 2000.
- 4th of July
 - Begins on Friday, June 30 through and including Tuesday, July 4, 2000.
- Labor Day
 - Begins on Friday, September 1 through and including Monday, September 4, 2000.

- **2001 Holiday Dates**

- Memorial Day
 - Begins on Friday, May 25 through and including Monday, May 28, 2001.
- 4th of July
 - Begins on Tuesday, July 3 through and including Thursday, July 5, 2001.

- Labor Day
 - Begins on Friday, August 31 through and including Monday, September 3, 2001.

➤ **2002 Holiday Dates**

- Memorial Day
 - Begins on Friday, May 24 through and including Monday, May 27, 2002.
- 4th of July
 - Begins on Wednesday, July 3 through and including Sunday, July 7, 2002.
- Labor Day
 - Begins on Friday, August 30 through and including Monday, September 2, 2002.

Inventory

- **Description:** A comprehensive recording in the CRS of the data from a Field Location that is necessary to make reservations or to provide specific information to customers concerning that location.
- **General Procedures:**
 - The Field Location staff has the responsibility to assure that all of the data that is contained in the NRRS™ CRS is correct and reflects the actual conditions at the Field Location.
 - At the beginning of the contract:
 - All of the data regarding each Field Location was transferred to the NRRS™, reviewed by the staff on the Internet site and certified as correct and available for the sale of reservations.
 - From that point on, the Inventory data in the CRS is used to sell reservations to the public.
 - Annual Review of Inventory data:
 - In the late Summer, the entire NRRS™ inventory will be opened for review and update by the field staff.
 - At that time, the staff may make any changes that they desire – within the context of NRRS™ and agency policy – including opening dates, fees, amenities, etc.
 - When the changes are completed, the field staff must review the data to insure it is accurate.
 - If no changes are made in the inventory during this update period, the Field Location staff will assume that the data in the CRS is still correct. ReserveAmerica will continue to sell reservations based on the current inventory record.
 - NRRS™ inventory may be viewed on the Inventory Update Web Site at <http://reserveamerica.com:81/nrrs-inv/>
 - Instructions for updating the NRRS™ inventory is found in the **Guide to the NRRS Inventory Update Procedures** which may be viewed at <http://reserveamerica.com:81/nrrs-inv/inst/>

- To contact the Inventory Group for changes or corrections to inventory:
 - Call the NRRS Help Desk at 1-877-345-6667 and enter selection number one.
 - Submit changes directly to the NRRS Inventory Website
<http://www.ReserveAmerica.com:81/nrrs-inv/>
 - Fax the Inventory Group at 1-518- 884-7424

➤ **Reservation Cut-off Window and Minimum Percentage of Reservable Sites**

➤ **Descriptions:**

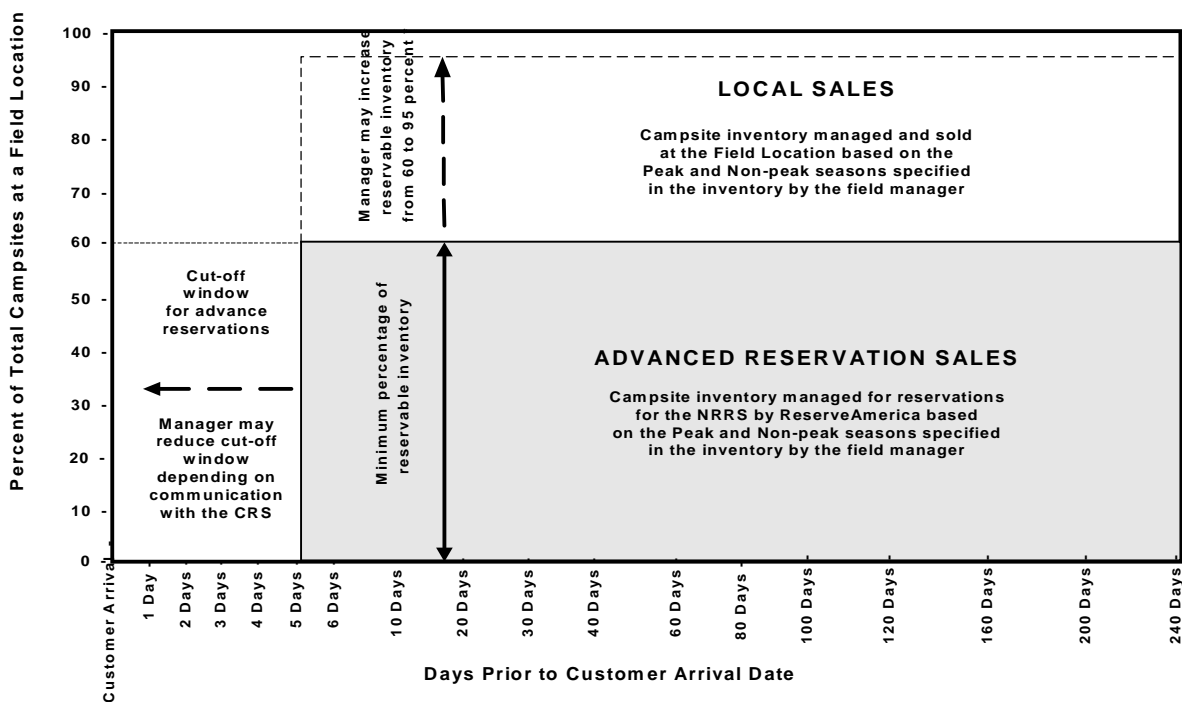
- Reservation Cut-off Window: This is the latest date and/or time that a customer request can be processed for a specific action, for example, the latest date a reservation can be made.
- Minimum Percentage of Reservable Sites: This is a limit set by Agency policy on the minimum percentage of reservable sites that a Field Location must have recorded in the NRRS™ Inventory to participate under this contract.

➤ **General Procedures:**

- Reservation Cut-off Window:
 - This window may be set by the field staff anywhere between five days before the customers arrival date down to zero days for a site that is “on-line” with the CRS constantly throughout the day. **Note:** the “zero day” is reserved for very large campgrounds with 300 to 400 campsites or special conditions, that have a constant flow of customers and make transactions throughout the day.
 - The field manager specifies in the NRRS™ Inventory database the specific Reservation Cut-off Window, within the range specified above, that is to apply to each Field Location.
 - The cut-off window will limit the ability of customers to make advance reservations through the Call Center and Internet for “spur of the moment” type of recreational trips. Thus, the recommended cut-off window is two days for Field Locations using Park Office and three days for Fax and E-Mail locations. Longer cut-off windows may be specified in the inventory, if specifically justified in writing to the Agency COTR.
 - The significance of the Cut-off Window number is that the control of “reservable” inventory reverts from the NRRS™ to the local manager that number of days in advance of the current date. For example, if the current date is June 3 and the cut-off date is three days, the local manager is in complete control of any unoccupied reservable sites between June 3 and June 6.

- Minimum Percentage of Reservable Sites:
 - The Agencies have established policy that the minimum reservable sites within the NRRS™ inventory for a specific Field Location is 60 percent. Participating Agencies may establish a higher minimum standard.
 - This policy is designed to assure the following:
 - That when a Field Location is designated as participating in the NRRS™, the public will have a reasonable chance of obtaining a reservation.
 - That ReserveAmerica will have a reasonable opportunity to sell reservations at each Field Location. If the reservable percentage is too low, they will have to turn away too many requests for reservations because the existing, reservable sites are already full.
 - It is not recommended to put 100 percent of your sites on the NRRS™ inventory as reservable. The maximum recommended number of reservable campsites is 95% of the inventory. By holding a few sites out, the field manager has the ability to adjust for unexpected circumstances, as well as accommodate walk-in customers.
 - Diagram showing how these windows and policy limits work for your Field Location.

Sales Windows for Campsites at a Field Location



* Note: Specifying reservable inventory greater than 95 percent is not recommended. These sites are necessary to allow for flexibility in local management.

- Maximizing your efforts to satisfy customers who do not make a reservation.
- If a customer walks-up and requests a two week stay, they should be put on a non-reservable site since this site is exclusively under local control.
- If your Field Location has a three day reservation cut-off window, and a customer walks-up and requests a two day stay, the best use of your sites would be to put this customer on an unoccupied “reservable” site. This is because these sites are exclusively under local control for the number of days that you have set in your cut-off window.

Site Classification Coding

- **Description:** The Site Classification Code is utilized by the NRRS™ to classify each individual site in the inventory by type and associated amenities.
- **General:** NRRS™ Site Type Coding Structure:

- Campsites

| Camping Type | Site Type | Site Capacity/Size | Electricity | Hookup | Rating |
|--------------|--------------------|--------------------|-----------------|---------------|-----------------------------|
| F - Family | T - Tent | 1 – Single Site | E – Electricity | S – Sewer | P – 1 st Premium |
| G – Group | S – Standard | 2 – Double Site | N – No Electric | W – Water | N – Non Premium |
| | R – RV/Trailer | 3 – Triple Site | L – 50 Amp Elec | B – Both | A – 2 nd Price |
| | L – Shelter | 4 – Quad Site | | N – No Hookup | B – 3 rd Price |
| | H - Horse | | | | C – 4 th Price |
| | B – Boat-Tent | | | | D – 5 th Price |
| | W – Walk-to | | | | |
| | O – Lookout | | | | |
| | A – Area | | | | |
| | P – Picnic day use | | | | |
| | U – Boat Cruiser | | | | |

- **Camping Type**
 - Family (F): Individual Family Preferred. Not Recommended for Organized Groups.
 - Group (G): Large Group Preferred. Organized Groups, or Families.
- **Site Type**
 - Tent: This site type is designated for tent camping only.
 - Standard: This site type will accept any type of camping equipment (Tents, RVs, Trailers, Pop-ups, etc.).

- RV/Trailer: This site type allows only hard wheeled equipment (RVs, Trailers, Pop-ups) No Tents.
- Shelter: Roofed, may or may not be screened.
- Horse: This site type offers some kind of accommodations for horses (stall, corral, hitching post, etc.). Any type of camping equipment unless otherwise noted in the site alert.
- Boat-Tent: This site type is a tent site which is accessible by boat only.
- Walk-to: This site type is a tent site that is accessible by foot only. The distance campers must hike-in to arrive at the site should be noted in the site alert
- Lookout: Fire Tower.
- Area: Group Area.
- Picnic Area: This site is a day use site.
- Boat Cruiser: This site is only a docking site for boats which have sleeping quarters.

- **Site Capacity/Size**
 - Single Site – Corps: One Outlet Per Site. Forest: One Family or One Group.
 - Double Site – Family Only – Corps: Two Outlets Per Site. Forest: Two Families (Double Capacity).
 - Triple Site – Family Only – Corps: Three Outlets Per Site. Forest: Three Families.
 - Quad Site – Family Only – Corps: Four Outlets Per Site. Forest: Four Families.

- **Electricity**
 - Electricity: This site has electrical hook-ups.
 - No Electric: This site does not have electrical hook-ups.
 - 50 AMP Elec: This site has 50 amp electrical hook-ups.

- **Hookup**
 - Sewer: This site has waste disposal hookups on the site.
 - Water: This site has water hookups on the site.
 - Both: This site has both water and waste disposal hookups on the site.
 - No Hookup: This site has no water or waste disposal hookups on the site.

- **Rating**
 - Premium: Better Site, Preferred by most campers, More Expensive.
 - Non Premium: Standard Site.
 - A – 2nd Price: For a Facility with more than one fee.
 - B – 3rd Price: For a Facility with more than two fees.
 - C – 4th Price: For a Facility with more than three fees.
 - D – 5th Price: For a Facility with more than four fees.

- **Cabins**

| Cabins Camping Type | Site Type | Capacity/Size | Electricity | Hookup | Rating |
|--------------------------------|------------------|----------------------|--------------------|---------------|-------------------|
| F – Family | C – Cabin | # - # People | E – Electricity | S – Sewer | E – Electric Heat |
| G – Group | | | N – No Electric | W – Water | G – Gas Heat |
| | | | | B – Both | W – Wood Heat |
| | | | | N – No Hookup | N – No Heat |
| | | | | | L – Oil Heat |

- **Camping Type**

- Family (F): Cabins are usually for single families, small groups are welcome.
- Group (G): Groups of people or families.

- **Site Type**

- Cabin: This site is a cabin.

- **Site Capacity/Site**

- #: This is the amount of people allowed to stay in the cabin.

- **Electricity**

- Electricity: This cabin has electricity.
- No Electricity: This cabin does not have electricity.

- **Hookup**

- Sewer: This cabin has inside toilets.
- Water: This cabin has inside running water. Cold unless otherwise specified.
- Both: This cabin has sewer and water.
- None: This cabin does not have sewer or water.

- **Rating**

- Electric Heat: This cabin has electric heat.
- Gas Heat: This cabin has a gas burning heating system.
- Wood Heat: This cabin has a wood burning heating system, stove or fireplace.
- No Heat: This cabin does not have any form of heat.
- Oil Heat: This cabin has an oil burning heating system, stove or fireplace.

Site Type VS Site Specific Classification

- **Description:** In the NRRS™ inventory, field managers must identify whether the sites available for reservation at a specific Field Location are site type or site specific. A site type classification is a group of sites with the same characteristics, amenities and attributes. A site-specific classification permits a customer to request a specific site of their choice.

➤ **General:**

- **Site Type Classification:** Customers, having made a reservation at a Field Location which is classified as “site type” would, upon the day of arrival, select a site from a group of sites of the same “type”. Alternately, the field staff can assign the customer to a specific site number within that site type. This latter method is the way the hotel industry works. The customer does not request a specific room, but rather is assigned a room that meets their needs.
- **Site Specific Classification:** With site specific reservations, customers can specify which site they wish to reserve. A site specific reservation eliminates the field workload of assigning a site and/or allowing a customer to select a site from a group of sites.
- One of the real advantages to site specific classification for reservation sites occurs with Internet reservations. Now the customer is making his or her own reservation. In this case, customer expectation is that when they arrive at the Field Location they have the specific site that they reserved through the Internet. This would not be the case with a site type classification, and the customer’s expectations have not been met.

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Managing Reservations at Field Locations

- **Description:** This section lists the general management procedures that are used to operate a Field Location that is part of the NRRS™.
- **General Procedures:**
 - The rules and regulations contained in Title 36 Code of Federal Regulations for each Agency is applicable. While safeguards are in place in the CRS and Internet site to aid with the prevention of customers violating applicable rules, regulations and NRRS™ policies, the responsibility for enforcement remains with the Field Location staff. If it is determined that the NRRS™ has been utilized in a manner that violates applicable rules, regulations or NRRS™ policies (such as using two different names to make back-to-back reservations to exceed the maximum 14 day stay limit), the Field Location staff should take corrective actions that are appropriate for the situation.
 - The Field Location manager specifies the maximum number of people allowed to occupy a site or facility during the inventory process. Most campgrounds allow a maximum of 8 people per site.
 - The number of tents that a customer is permitted to put on a site is specified by the manager during the inventory process.
 - The maximum number of vehicles allowed per site varies. The field manager must specify any limitation on this number during the inventory process. There may be an additional vehicle fee ranging from \$1.00 and up, depending on availability of parking within the campground. Additional vehicle fees apply only to vehicles that are over the site capacity limit and are parked at locations other than the campsite.
 - The named reservation holder does not have to be the first to check-in. Other members of the party may check-in first, as long as they identify themselves as members of that party.
 - The check-in and check-out times vary for each campground and are specified by the manager during the inventory process.
 - Accessible sites are held for the customer who requests such a facility (see the **Accessible Sites** section).
 - Reserved Family and Group Overnight sites will be held for the customer from the scheduled arrival time until the check-out time on the next day. Reserved Group Day Use sites will be held for the customer from the scheduled arrival time until check-out time on the day of arrival. If the customer has not arrived by that time, the customer is considered a no-show,

and the site will be automatically released and made available for use by a “walk-up” customer within the cut-off window.

- If the customer shows up later, they will be placed in their originally reserved site, if it is still available. If it is not available, every opportunity will be made to accommodate them at another site within the Field Location or another Field Location, if possible.
- A tent site is designated for tent camping only. A standard site will accommodate either tents or trailers. (See the **Inventory** section).
- A customer may reserve a stay at a single Field Location the maximum number of days specified in the inventory. Generally a customer’s stay is limited to 14 consecutive days (maximum of 14 days in any 30 day period for the Corps of Engineers). **Note:** The Call Center and Internet customer ID’s are independent of each other. Therefore a customer may make separate reservations using different sales channels to exceed this policy. It is the field location’s responsibility to monitor customer stays and enforce this policy.
- The field staff will establish standardized procedures based on Agency policies for handling and safeguarding funds and accounting for all financial transactions at that location.
- Posting Reservations at the Field Location:
 - The exact method of posting reservations is the decision of the field location manager.
 - Individual reservable campsites and groups facilities may be marked as “Reservable” to be readily identified as part of a reservation program, with signs or stickers in appropriate locations (site identification posts, lantern hangers, picnic tables).
 - Markings at individual campsites may include language such as “Please check availability with Park Attendant prior to occupying this site”.
 - Individual reservations, including the beginning and ending dates, may be posted at the site at least 14 days in advance of the arrival date. This allows walk-in customers to see actual site availability as they are looking for a campsite.
- Walk-in customers should be informed to verify site availability with the campground staff prior to occupying a reservable site.

(Also see **Fax/E-Mail Operation** and **Signs and Marking of Sites**)

Marketing the NRRS™

- **Description:** This section identifies the overall goals of the NRRS™ marketing effort, along with identifying the various marketing tools that are or will be available to Agencies, concessionaires, and Field Locations.
- **General Procedures:** ReserveAmerica has, as a contractual requirement, the primary responsibility of marketing the National Recreation Reservation Service for the following purposes:
 - To promote the NRRS™;
 - To educate customers about the service;
 - To inform customers about how to use the service.
- These purposes are fully addressed in the NRRS™ Marketing Plan, which is a living document that outlines the primary strategies and methodologies which ReserveAmerica will use to market the service.
 - The plan is developed yearly, in cooperation and partnership with the Interagency Marketing Team and the NRRS™ COR.
 - A successful marketing campaign is dependent not only upon the efforts of ReserveAmerica, but also upon effective cooperation and communication with the NRRS™ participating agencies and their field staff.
- The Marketing Plan defines the key messages for both internal and external communications; the audiences, both internally and externally; and the strategies (methods) of delivering the key messages to specific audiences.
 - For 1999, ReserveAmerica's primary external marketing strategy is a national media relations campaign to enhance awareness and use of the service.
 - These efforts will be supported by the production and distribution of a full color promotional brochure to introduce the service to existing and potential customers.
 - Other marketing tools for 1999 include:
 - Field information kit
 - Ad slicks
 - Reservation sign template
 - Business card template
 - Flyer template describing NRRS™ policies
 - NRRS™ posters
 - NRRS™ logos
 - Many of these tools and collateral materials will be designed by ReserveAmerica and available for reproduction at the local field level.

- ReserveAmerica's marketing communications efforts are focused initially on a national and state level, with the NRRS™ agencies asked to focus on the local and regional level.
 - A successful and effective marketing campaign must capitalize not only on the contractual requirements that ReserveAmerica must fulfill, but also on the recognized credibility and professionalism of the agencies, specifically at the field level, to encourage, inform and educate customers about the service.
 - Responsibilities for the agencies include distribution of the field information kit; participation in local and regional trade shows and special events; inclusion of the NRRS™ toll free number and web address in appropriate printed material; and local reproduction of certain collateral materials.
- The primary information resource for internal communications concerning the NRRS™ is the NRRS™ Team Home Internet site, which is located at <http://team-nrrs.usace.army.mil>.
- The NRRS™ Interagency Marketing Team Leader serves as the single point-of-contact with ReserveAmerica for addressing marketing issues, developing joint marketing initiatives, and approving materials.

Minimum Stay Rules

- **Description:** Provides guidelines on how the two day minimum weekend stay and three day minimum holiday stay rules are applied.
- **Minimum 2-Night Stay Weekend Rule**
 - This rule is applied by Seasons if the following is true:
 - Inventory restrictions indicates this rule is to be applied to a specific Field Location for the season (Peak and Non-peak) when the customer is requesting arrival.
 - Facility site type is a “family” campsite.
 - This rule does not apply to any group facilities.
 - Customer reservation request is for one night.
 - Requested arrival date is on a Friday or a Saturday.
 - The previous or following (second) night of the rule is available in the inventory.
 - The previous night applied by the rule, does not fall within the reservation cutoff window for the requested Field Location.
 - Rules:
 - Where Friday is the customer’s requested arrival day, the customer is required to reserve the following Saturday, if date available, (i.e. minimum 2-night stay).
 - Where Saturday is the customer’s requested arrival day, the customer is required to reserve the previous Friday, if date available, (i.e. minimum 2-night stay).
- **Minimum 3-Night Stay Holiday Weekend Rule**
 - This rule is applied by Seasons if the following is true:
 - Inventory restrictions indicates this rule is to be applied to a specific Field Location for the season (Peak and Non-peak) when the customer is requesting arrival.
 - Facility site type is a “family” campsite.
 - This rule does not apply to any group facilities.
 - Holiday weekend is Memorial Day, Independence Day or Labor Day.
 - Holiday date falls on a Friday, Saturday, Sunday or Monday.
 - Customer reservation request is for one or two nights.
 - Arrival is on a Friday or Saturday on the Holiday weekend.
 - The previous and/or following second and/or third night(s) are available and do not fall within the reservation cutoff window. If the previous night falls within the reservation cutoff window the rule will still apply for the night following the customer’s arrival day.
 - Rules if the Holiday date falls on a Friday or Saturday:

- Where Friday is the customer's requested arrival day, customer is required to reserve the previous Thursday night and following Saturday night, if date(s) are available, (i.e. minimum 3-night stay).
 - Where Saturday is the customer's requested arrival day, customer is required to reserve the previous Thursday and Friday nights, if date(s) are available, (i.e. minimum 3-night stay).
 - **Note:** If the previous night falls within the reservation cutoff window the customer is not required to reserve this night but is still required to reserve the night following the customer's arrival day.
-
- Rules if the Holiday date falls on a Sunday or Monday:
 - Where Friday is the customer's requested arrival day, customer is required to reserve the following Saturday and Sunday nights, if date(s) are available, (i.e. minimum 3-night stay).
 - Where Saturday is the customer's requested arrival day, customer is required to reserve the previous Friday night and following Sunday night, if date(s) are available, (i.e. minimum 3-night stay).
 - **Note:** If the previous night falls within the reservation cutoff window the customer is not required to reserve this night but is still required to reserve the night following the customer's arrival day.

No-Shows

- **Description:** A No-Show occurs when a customer with a reservation fails to arrive at the Field Location. (also see **Alaska Cabins**)
- **General Procedures – Current Policy:**
 - Family (Overnight) campsites at a Field Location will be held for the customer from the check-in time on the customer's arrival date until check-out time the next day.
 - If the customer does not arrive at the Field Location during that time and does not call to cancel their reservation, they are determined to be "No-Shows" and will be charged the following:
 - \$20.00 Service Fee.
 - The first night's Recreation Use Fee.
 - Forest Service Reservation Fees are non-refundable.
 - Any remaining fees will be refunded to the customer.
 - Group facilities (camping and day use with the exception of Alaska cabins) will be held for the customer only until check-in time on the scheduled arrival date.
 - If the customer does not arrive at the Field Location by check-in time and does not call to cancel their reservation, they are determined to be "No-Shows" and will be charged the following:
 - Service Fee of \$20.00
 - The first night's Recreation Use Fee or Day Use Fee.
 - Forest Service Reservation Fees are non-refundable.
 - Any remaining fees will be refunded to the customer.

Note: These policies will remain in effect until notification that the revised policies shown below are enacted.

- **General Procedures – Revised Policy:**
 - Family (Overnight) Sites
 - Family (Overnight) Sites will be held for the customer from check-in time on scheduled arrival date until check-out time the next day.

- If the customer does not arrive at the Field Location during that time and does not call to cancel their reservation, they are determined to be “No-Shows” and will be charged the following:
 - \$20.00 Service Fee.
 - The first night’s Recreation Use Fee.
 - Forest Service Reservation Fees are non-refundable.
 - Any remaining fees are refunded to the customer.

- Group (Overnight) Facilities
 - Group (Overnight) Facilities at a Field Location will be held for the customer from the check-in time on the customer’s arrival date until check-out time the next day.
 - If the customer does not arrive at the Field Location during that time and does not call to cancel their reservation, they are determined to be “No-Shows” and will be charged the following:
 - \$20.00 Service Fee.
 - The first night’s Recreation Use Fee.
 - Forest Service Reservation Fees are non-refundable.
 - Any remaining fees are refunded to the customer.

- Group (Day Use) Facilities
 - Group (Day Use) Facilities at a Field Location will be held for the customer from the check-in time on the customer’s arrival date until the scheduled check-out time on the arrival date.
 - If the customer does not arrive at the Field Location during that time and does not call to cancel their reservation, they are determined to be “No-Shows” and will be charged the following:
 - \$20.00 Service Fee.
 - The first day’s Recreation Day Use Fee.
 - Forest Service Reservation Fees are non-refundable.
 - Any remaining fees are refunded to the customer.

➤ **Fax or E-Mail Users:**

- The Field Location staff should complete a Request for Refund form (see **Refunds** section) to assure that the appropriate fees are withheld from the customer funds and to make the refund process for the customer as smooth as possible.

➤ **Forest Service Campsites:**

- These Field Locations will receive the full Recreation Use Fee that was withheld from the customer.
- The \$20.00 Service Fee will be retained by the NCMO.

➤ **Corps of Engineers Field Locations:**

- These Field Locations will be credited with both the \$20.00 Service Fee and the full Recreation Use Fee that was withheld from the customer. They will, however, be responsible for the appropriate CLIN cost to pay the Contractor.

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NRRS Business Center

- **Description:** This is a secured Internet web site that will serve a number of functions. An extensive number of reports will be available for management and field staff regarding the operation of the Field Locations that are under their control. Initially, only a few reports will be available. Additional reports will become available as they are developed. Access to a revised Inventory Update Procedure, Point-of-Sale recording capability and Advance Reservation Sales by authorized personnel will be available. Additionally, designated individuals will be able to authorize other team members access to the web site.
- **General Procedures:**
 - ReserveAmerica will provide Agency authorized personnel with a log-on procedure and password that will allow these people access to a special, Internet web site where they can perform a variety of NRRSTM related tasks.
 - When the individual logs on to this web site and records the appropriate password, they will see a web page that contains a menu of management options that is tailored to their password.
 - NRRSTM Reports.
 - Reports will be available for specific Field Locations or organizational/managerial structures based on the password that is keyed into the system. For example, one Forest Service concessionaire will not be able to obtain financial data on the activities of another concessionaire.
 - When a report is selected, a request will be made to the Report program.
 - The report will be available for transmittal to the users e-mail address or it will be scheduled along with all of the other reports and run against the data in the CRS.
 - Scheduled reports will be provided back to the requester based on their e-mail address or Fax number.
 - E-mail reports will be in the file format “.PDF”. This will assure that the report retains all of the formatting and that the columns of data will line up correctly. In order to view PDF files, you must use Adobe Acrobat Reader software, which can be downloaded for free from the Internet.
 - This capability is currently under development and is planned to be available for use this Spring.

- Inventory Update Procedure.
 - This capability will be developed this Year and is planned to be available for use during the Fall inventory update.
- Point-of-Sale Recording.
 - This capability will be developed during this Spring and is planned to be available for use during the recreation season.
 - Authorized users will be able to record Point-of-Sale transactions from their office and transmit the funds received to the NRRSTM.
- Advance Reservation Sales.
 - This capability will be developed during this Spring and is planned to be available for use during the next field season.
 - When the individual logs on to this web site and records the appropriate password, they will see a series of web pages that are identical in appearance with the Internet web site that the general public would use.
 - The individual can check availability at other Field Locations for a period of time that is greater than the Reservation Cut-off Window for that site. Example: If the cut-off window is five days and your customer requests availability for a particular Field Locations that is ten days from now, the web site will be able to provide you with this information.
 - If the customer wants to book the reservation, the field person can take the appropriate information and enter the customer's Bank Card number and receive confirmation of the reservation.
 - This service is optional for Field Locations and may or may not be provided to the public. If there is a demonstrated demand for this type of service, the Field Locations are encouraged to provide it to their customers

NRRS™ Contract Management Office (NCMO)

➤ **Description:** This office manages the overall NRRS™ contract.

➤ **General Procedures:**

- The NCMO is designed to provide the following:
 - Management of this multi-agency recreation reservation system.
 - Financial management of all funds that pass through the NRRS™ to assure that the Agencies and concessionaires receive the proper amount that they are due.
 - Measurement of critical elements of ReserveAmerica's performance to assure that it is meeting the standards specified within the contract.
- NCMO Organizational structure:
 - Contracting Officer Representative
 - Finance Officer
 - Budget and Accounting Analyst
 - Accounting Technician
 - Systems Analysis

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Payment Methods for Reservation Services

- **Description:** This identifies the different methods that the customer may use to pay for reservation services under the NRRS™.
- **Definition:** BankCards -- The term “BankCard” includes both major credit cards and bank debit cards. BankCards accepted by the NRRS™ include: VISA, Master Card, Novus/Discover and American Express. Additional BankCards and bank debit cards may be accepted in the future. BankCard logos for display at Field Locations with Park Office will be provided through the district POC.
- **General Procedures:** The methods of payment that can be used to purchase services under the NRRS™ contract vary with the different sales channels. All applicable agency regulations apply. The matrix below describes the various methods.

Methods of Payment

| Method of Payment | Sales Channels | | | |
|---|----------------|----------|------------------------------------|---------------------------------|
| | Call Center | Internet | Field Location without Park Office | Field Location with Park Office |
| BankCard | YES | YES | NO | YES |
| Certified Checks Bank Checks Money Orders | YES (1) | NO | YES | YES |
| Personal Checks Travelers Checks | NO | NO | YES | YES |
| Cash | NO | NO | YES | YES |
| Foreign Currency | NO | NO | NO | NO |

- **Note:** Reservations being paid by certified check or money order must be made at least 20 days in advance of the arrival date¹. This type of payment will not be accepted if the arrival date is less than 20 days.
- If the payment is made by cashier's check or money order for a Call Center reservation, the NRRS™ will put the reservation in a “hold” status pending receipt of payment.
- The customer is requested to address payment to the National Recreation Reservation Service and send the payment directly to Bank of America at the following address.
 - NRRS
 - P.O. Box 281470
 - Atlanta, GA 30384-1470

- The payment must arrive at the NRRS™ within 10 days of the day the reservation was made or the reservation will be released from “hold” and made available for sale to another customer.
- If the payment is not received within that time period, the customer will no longer have the option of using the deferred payment method for future reservations. They will be required to pay by credit card.

➤ **Procedures for handling various methods of payment at the Field Location with Park Office are:**

- BankCards:
 - Verify that the expiration date on the card is valid and that the customer’s signature appears on the back of the card.
 - Ensure that the customer signs the credit card transaction slip and that the customer receives the correct copy.
 - If the payment method is by bank debit card, verify that the customer enters their Personal Identification Number into the card swipe box.
 - Retain the merchant copy of all transaction slips and file them with your copy of the Bill for Collection for the period in which they were transacted. Insure you maintain the files in a secure place as they contain confidential information. **Do not** forward the credit card transaction slips to Bank of America.
 - The park/campground attendants should NOT confiscate "bad" credit cards. They should simply advise the customer that the card has been declined and request another means of payment.
- Certified Checks, Bank Checks, Money Orders, etc.
 - Checks and money orders will be made out to “National Recreation Reservation Service”.
 - Endorse the back of checks and money orders to read “For Credit to the U.S. Treasury”.
- Personal Checks:
 - Checks will be made out for the exact amount owed.
 - Only pre-printed and pre-numbered checks from the bank will be accepted. The check must show the customer’s current address and telephone number.

- Verify that the preprinted information on the check, including address and phone number, are current.
- The customer's driver's license number should be included on checks.
- Checks will be made out to "National Recreation Reservation Servicetm" or "NRRSTM".
- Endorse the back of personal checks to read "For credit to the U.S. Treasury".
- Enter the Unit Number (Block 7) and Subunit/Contract Number (Block 8) from the BFC in the lower left-hand corner of the check. These numbers are necessary to assist NRRSTM finance in the reconciliation process.
- Cash:
 - Safeguard and maintain separate change funds for each park attendant / fee collector.
 - Safeguard and keep all cash collections in a secured location until converted to a bank check or money order and remitted to the NRRSTM lock box, (Follow prescribed local procedures).

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Permits and Lottery

This section is currently under revision and will be provided at a later date.

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Point-of-Sale (POS)

- **Description:** This is the recording and tracking of miscellaneous items that are sold at Field Locations.
- **General Procedures for Field Locations that record all financial transactions:**
 - The Point of Sale feature allows the Field Location staff to sell a variety of items, supplies or services to campers. Some of the point of sale items include, but are not limited to:
 - Annual Day Use Passes.
 - Day Use Fees (at sites that have reservable facilities under the NRRS™).
 - Dump Station Fees.
 - Equipment Rental.
 - Firewood sales.
 - Golden Age Passports.
 - Extra Vehicle Fees.
 - Visitor to Camper Fees.
- **Fax or E-Mail Users:**
 - Collections from Point-of-Sale items should be placed in the cash drawer and receipts given to the customer. There is no need to notify the NRRS™ of your Point-of-Sale items.
 - Collections from Point-of-Sale items may be reported through the NRRS Business Center when that sales channel is available.
- **Forest Service: All Point-of-Sale receipts are reported in accordance with the following:**
 - The financial procedures for Agency operated Field Locations.
 - The Special Use Permit for all concessionaire permits.

➤ **Corps of Engineers:**

- All Point-of-Sale transactions will be recorded in Park Office software or by use of the NRRS Business Center POS web site.
- Only the approved POS items that appear in the CRS database may be used. Field locations are not authorized to modify the POS schedule or add additional POS items. Additional POS items may only be added to the schedule by following the procedures outlined below.
- To request approval for an additional POS item which is not included in the database:
- Submit written justification with the name and description of the proposed POS item, through the District POC, to the Division POC.
- If approved by the Division, the proposed POS item may then be forwarded to the COTR for review forwarding to Headquarters for final review and approval.

Refunds

- **Description:** A full or partial credit of a customer's Recreation Use Fees by BankCard credit, Credit Voucher or by check.
- **General Procedures:**
 - Fees:
 - All applicable Service Fees will be deducted from a refund prior to processing.
 - Service Fees are not refundable, except for:
 - Special circumstances (customer service issues) that are specifically authorized by the Field Location.
 - Emergency situations.
 - Contractor error.
 - Agency initiated actions.
 - Reservation Fees (Forest Service only) are non-refundable.
 - Refunds that occur because of a cancellation or change before the customer arrives at the Field Location will be handled by the NRRS™. Once the facts are verified, the NRRS™ will process the refund action.
 - Refunds that occur because of a change made by the customer when they are at your Field Location will only be processed when authorized by the Field Location Manager or staff. Organizations may determine who is the individual responsible for authorizing the refund.
 - If a customer departs the Field Location without notifying the field staff, they may request a refund by completing a "Request for Refund" form (see sample below) and sending it to the NRRS™.
 - The customer must request a refund from the NRRS™ within 30 days after their scheduled departure. The refund will be issued based on the form of the original payment.

- Customers should mail the Request for Refund form to the NRRS™ at the following address:

NRRS
P.O. Box 550
Ballston Spa, NY 12020

- If the request involves the customers stay at a Field Location, and the CRS does not contain a prior authorization for the refund:
- The request will be forwarded to the Field Location for a decision on the refund request.
 - The Field Location's decision to approve or deny the request should be documented in sufficient detail so that the customer service representative will have a good understanding of the situation and can use this information in any communications with the customer.
 - The Field Location's decision should be sent back to the NRRS™ for processing within five days.
- Refunds will be issued based on the form of the original payment:
 - When the initial payment is made by BankCard, the approved refund will be made by credit to the customer's BankCard. Credits are processed when authorized and received by the CRS center. The next billing cycle from the BankCard company to the customer should reflect the credit.
 - If the payment is made by any other means, the customer has the option of selecting a Credit Voucher (see the **Credit Vouchers** section) or a check refund.
 - If a refund is made by check, it will be issued by the NCMO. After the refund is approved, it will take 2 – 3 weeks for the customer to receive their check.
 - Customers will receive a letter from the NRRS™ notifying them of any requests for refunds that are denied. If the customer is not satisfied, then he or she has the option of appealing the decision to the NCMO.

➤ **Fax or E-Mail Users:**

- If the customer is present, the Field Location staff will ask the customer to complete the Request for Refund form.
- The Field Location staff will then complete the Field Office Response section of that form and either mail the form to the NRRS™ at the address above or FAX it to the

following phone number 1-518-884-7424. This should be done as soon as possible, but within five days of receiving the request.

- If a Request for Refund form is received, from a customer, by the NRRS™, it will be FAXED to the Field Location for approval. Complete the form as above and return it to the NRRS™.

Sample Request for Refund Form (A full size form is available in Appendix A)

National Recreation Reservation Service™
REQUEST FOR REFUND

| | | |
|---|-----------------|---------------|
| Reservation # | | |
| Date of Reservation | From: / / | To: / / |
| Field Location | | |
| Date/Time of Cancellation | | |
| Customer Name | | |
| Mailing Address | | |
| City / State / Zip Code | | |
| Reason for refund request (please print) | | |
| | | |
| | | |
| | | |
| <p>The refund request must be submitted within 30 days from date of scheduled departure. There are fees associated with the refund process. See confirmation letter for details. If you paid by credit card a refund will be issued to your credit card account. If you paid by cash or check, choose one of the following: Voucher (A credit to be used for a future reservation through the call center) Check (Please allow 4 to 6 weeks for processing)</p> | | |
| Customer Signature | Date: / / | |

For Field Office Use Only

| | | | |
|-----------------------------------|---|---|------|
| Approved | | Denied | |
| Reason for denial: | | | |
| | | | |
| | | | |
| Number of Nights Cancelled | | Camping Use Fee per Night | |
| # | X | \$ | = \$ |
| | | Day Use Fee | |
| | | = \$ | |
| Number of Reservations | | Service Fee For Processing Refund (-) | |
| # | X | \$ | = \$ |
| | | Use Fee For Canceling After 6 PM (-) | |
| | | 1 st night if overnight or 50% if day use, if applicable | |
| | | - \$ | |
| | | + \$ | |
| | | - \$ | |
| Total Refund Requested | | = \$ | |
| Authorized by: | | Date: / / | |

For ReserveAmerica Use Only

| | |
|---|---------------------|
| Date Submitted to Agency, if applicable: | / / |
| Processed by: | Date: / / |

Mail to: NRRS, PO Box 550, Ballston Spa NY 12020

FAX to: 518-884-7424

Reservations

- **Description:** Occurs when a single unit of inventory at one location (such as a campsite, cave tour, shelter, or wilderness permit) for a single period of time is sold. A reservation is a completed transaction when payment is received in-full by the NRRSTM and a confirmation number is provided to the customer.
- **General Procedures:**
 - Call Center, Internet and Field Locations:
 - Customers can make reservations up to 240 days in advance of the customer's arrival date for family campsites and up to 360 days in advance of the customer's arrival date for group sites/facilities. Alaska cabins may be reserved 180 days in advance of the customer's arrival date.
 - A customer can make a maximum of four reservations during a single phone call, Internet transaction or at a Field Location. This is to assure that one customer does not "book-up" a complete camp loop with one phone call or at one time. Thus, other customers will have the opportunity to access these sites.
 - A customer may have a maximum of four reservations with the same arrival date at a Field Location.
 - The Field Location is responsible for tracking customer stays and enforcing the above policy regarding reservation maximums.
 - Whenever possible, each reservation should be made in the name of the site occupant; however, it is not required. If the reservation is made for another person, then the name of the individual who is paying for the reservations will be recorded in the CRS, as well as the site occupant.
- **Park Office Users:**
 - For the Field Locations that make reservations for stays at their own campground, the following steps can be taken to record the reservation in Park Office:
 - Go to the Reservation icon or go to Activities / Reservations / follow the prompts../ For further instructions, see Chapter 4 of the Park Office User's Guide.

➤ **Fax or E-Mail Users:**

- Customers at your campground wishing to make future reservations should call the toll-free reservation number, 1-877-444-6777.

Reservation Fees (Forest Service Only)

- **Description:** A reservation fee is a separate fee that is charged to the customer at the time a reservation is made.
- **General Procedures:**
 - A Reservation Fee is charged in addition to the Recreation Use Fee for the site or facility that the customer is reserving.
 - This fee is charged the customer at the time a reservation is made.
 - Reservation fees are non-refundable.
 - Forest Service:
 - The reservation fee for Forest Service sites is \$8.65.
 - Corps of Engineers:
 - There is no reservation fee charged to customers making a reservation.

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Service Fees

- **Description:** A fee charged to the customer by the NRRS™ for providing specific reservation services, such as a change (except for extensions) or cancellation in a reservation, a reservation no-show, or a reservation processing fee for facilities or activities that are provided free of charge (also see **Site Changes (Transfers) and Site Upgrades**).
- **General Procedure.**
 - Service fees are assessed for any change identified in the description above, made by a customer to their reservation that requires processing through the NRRS™ CRS.
 - The Service Fees are:
 - A charge of \$10.00 for any customer requested change to a reservation as identified above.
 - A charge of \$20.00 plus the cost of one nights Recreation Use Fee or the Recreation Day Use Fee for any time a customer is a “No Show” for a reserved site or facility (see **No Shows**).
 - There are specific rules that apply to Alaska cabins. Please see that section in this manual for exceptions.
 - The Service Fees are subtracted from any funds that the customer may have coming as a refund. If the refund is not sufficient to cover all of these costs, the remainder will be waived and no effort will be made to collect if from the customer. (see **Refunds**)
 - Service Fees are recorded in the financial reports as follows.
 - Corps of Engineers Field Locations and Forest Service Alaska cabins.
 - All Service Fees will be credited to the specific Field Location where the customer made the original reservation.
 - Forest Service Campgrounds
 - The Service Fees will be retained by the NCMO for use in paying the transaction costs for the NRRS™.
 - The Recreation Use Fees will be credited to the Field Location where the original reservation was made.

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Signs and Marking of Sites

- **Description:** This describes the signs and markings that are recommended for use by Field Locations that are included in the NRRS™ reservation service contract.
- **General Procedures:**
 - A common set of logos and associated text were developed for the use of all those associated with the NRRS™ to assist in communicating a common “brand” to the public. These logos are based on the following, full color version:



- Field Locations should make use of these logos and associated text in exactly that format so that your location can be properly identified to the public as a participating site in the NRRS™.
- A variety of materials were developed specifically for the use of Field Locations. Options that are available are provided on the Internet Team Home site at:
<http://team-nrrs.usace.army.mil>

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Site Changes (Transfers) and Site Upgrades

➤ Description:

- **Site Change:** This occurs when a customer has a reservation at a Field Location where the sites are managed on a “site specific” basis, and they want to change their reservation from one site to another site of the same site type, within the same Field Location.
- **Site Upgrade:** An upgrade occurs when a customer wants to change from one site type to another. This is true regardless of whether the amenities and/or use fee on the new site are greater than or less than the ones provided on the original site.

➤ General Procedures:

- Prior to arrival, a customer may change their site specific reservation by calling the NRRS™ Call Center prior to the reservation cut-off date. There is a Service Fee for this request of \$10.00 for campsites or cabins.
- If the request is within the reservation cut off period, the field staff should verify availability by checking the Daily Arrival Report. If the requested site is available, the upgrade can be made.
- A customer may make a request for this same type of change in site number, after they arrive at the Field Location.
- Their request will be honored provided that the desired site is available in the inventory for the requested time period.
- When the customer’s request is made after arrival at the Field Location, there will be no charge for this service.
- If the customer’s request involves a site specific site for a period of time that extends beyond the cut-off window, then the NRRS™ will have to be contacted to assure that the site is available for occupancy.
- Changes to a different Field Location will be processed as a cancellation of the original reservation and the creation of a new reservation.
- If upgrading to a more expensive site, the difference in payment should be collected at that time.

- If upgrading to a less expensive site, money can be refunded to the customer minus any applicable Service Fee (see **Refunds**).

➤ **Fax or E-Mail Users:**

- To change a customer's reservation from one site to another of the same type if their request does not extend beyond the reservation cutoff window, the field staff will check the daily arrival report to ensure the site is not reserved for that period. The customer can then be transferred to the new site. No service fees will be charged to the customer.
- If the customer makes the request and it extends beyond the reservation cutoff window, the customer must contact the NRRS TM to reserve the site for the period which falls outside the cutoff window.

Training

- **Description:** This section describes the training opportunities that are contained within the NRRS™ service contract.
- **General Procedures:** There are three different types of formal training offered under this contract.
 - Management Training:
 - The Agencies will designate a number of management training opportunities each year.
 - These sessions will focus on the “big” picture and are designed to provide middle and upper management with information about the overall capabilities of the NRRS™ contract.
 - These sessions will be scheduled by the Agency leadership and will be held at selected locations around the country.
 - Regional Training:
 - Four training sessions will be held at selected locations around the country each year.
 - These training sessions are designed to provide personnel at NRRS™ Field Locations with an overview of the capabilities, the Operating Procedures Manual and knowledge of the tools and procedures and reports that you will need at the field level.
 - Agency personnel will work with ReserveAmerica to schedule these sessions and notify participating Agency and concessionaire personnel of the time and agenda.
 - Park Office Training:
 - These are week long, in-depth, training sessions that are conducted at ReserveAmerica’s training facilities in Ballston Spa, NY or Rancho Cordova, CA.
 - These sessions will provide the participant with “hands-on” experience in the operation of Park Suite, as well as information on train-the-trainer and setting up the computer hardware to operate Park Office at your Field Location.

- Opportunities are provided each year to interested personnel to attend. **Note:** Park Office should not be implemented at a new Field Location without the assistance and oversight of a person who has attended this training.
- Computer-based Training (CBT):
 - This tool is focused exclusively on providing an orientation to Park Suite software.
 - It is a self-paced software package that is distributed on a Compact Disk (CD). It provides both visual and sound effects to assist the student. It tracks the individual students and the progress that they are making in completing all of the lessons.
 - The CD may be operated on any Personal Computer that is equipped with a CDROM drive and speakers.

Walk-in Customers

- **Description:** A reservation sale made at the time of the customer's arrival at the Field Location.
- **General Procedures:**
 - If a customer walks up to the Field Location and does not have a reservation, the staff should find out how long they would like to stay and if they have a particular site in mind.
 - The Field Location staff should check the Daily Arrival Report or the Incoming Customers list to see if any sites are available to meet the customer's request.
 - If the customer has requested a specific campsite, inform them of any existing reservations that would affect the site during their anticipated stay.
 - If other sites are available, the staff may assign the customer a site number or advise them of the campsites that are available and ask the camper to look at the sites and determine which site would be suitable.
 - Long-term walk-in customers should be encouraged to utilize non-reservable campsites and/or to make a reservation for their next stay.
 - Once a site is identified, the camper should complete the registration and pay the fee.
 - The customer should pay the full fee for the entire time they plan to stay during the registration process.
 - Payment should be recorded immediately upon receipt.
 - The camper should receive a copy of the receipt.

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Appendix A

Forms

- 1. Request for Refund/Voucher**
- 2. Request for Inventory or Map Change**
- 3. Reservation Issue Report**

National Recreation Reservation Service™

REQUEST FOR REFUND/Voucher

| | | | |
|---|--------------|------------------|----------------|
| Reservation # | | | |
| Date of Reservation | From: | / / | To: / / |
| Field Location | | | |
| Date/Time of Cancellation | | | |
| Customer Name | | | |
| Mailing Address | | | |
| City / State / Zip Code | | | |
| Reason for refund request (please print) | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| <p>The refund request must be submitted within 30 days from date of scheduled departure. There are fees associated with the refund process. See confirmation letter for details.</p> <p>If you paid by credit card a refund will be issued to your credit card account.</p> <p>If you paid by cash or check, choose one of the following:</p> <p style="padding-left: 40px;">Voucher (A credit to be used for a future reservation through the call center)</p> <p style="padding-left: 40px;">Check (Please allow 4 to 6 weeks for processing)</p> | | | |
| Customer Signature | | Date: / / | |

For Field Office Use Only

| | | | |
|-----------------------------------|---|---|------|
| Approved | | Denied | |
| Reason for denial: | | | |
| | | | |
| | | | |
| Number of Nights Cancelled | | Camping Use Fee per Night | |
| # | X | \$ | = \$ |
| | | Day Use Fee | |
| | | = \$ | |
| Number of Reservations | | Service Fee For Processing Refund (-) | |
| # | X | \$ | = \$ |
| | | Use Fee For Canceling After 6 PM (-) | |
| | | 1 st night if overnight or 50% if day use, if applicable | |
| | | - \$ | |
| | | Other Adjustments (+/ -) | |
| | | + \$ | |
| | | - \$ | |
| Total Refund Requested | | = \$ | |
| Authorized by: | | Date: / / | |

For ReserveAmerica Use Only

| | |
|---|------------------|
| Date Submitted to Agency, if applicable: | / / |
| Processed by: | Date: / / |

Mail to: NRRS, PO Box 550, Ballston Spa NY 12020

FAX to: 518-884-7424

National Recreation Reservation Service™ Reservation Issue Report

Use to document specific issues customers have experienced, such as difficulties with reservations, cancellations, changing reservation information, provided with incorrect information, etc.

Date: _____

Field Location Name (Pi_Name): _____ Code (Pi_Serial): _____

COE District/Forest Name: _____

POC Name: _____ POC Phone # : _____

POC E-Mail: _____ POC FAX # : _____

Customer and Reservation Information (if applicable):

Customer Name: _____ Customer ID # : _____

Site # : _____ Reservation # : _____

Issue Occurred: Date: _____ Time: _____

How was reservation made: Call Center _____ Internet _____ Park Office _____

NRRS Reservation Agent Name: _____

Specific Issue:

| |
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For ReserveAmerica Use Only

Information Taken By: _____ Case Number: _____

Issue Referred To: _____ Date: _____

Action Taken:

| |
|--|
| |
| |
| |
| |

